



CASE STUDY: THE EXETER

PRIORITY ONE

SECURING CLIENT DATA IN AWS

As a protection insurer, The Exeter has financial regulation inherent in everything they do. Therefore, it came as no surprise that the Head of IT, Adrian Hodgkinson, wanted to bolster the security and compliance practices by the organisation. The Exeter is growing at a rapid pace and as a result, they needed a security solution to meet their needs of today and one which scales for the future. This success story shows The Exeter's journey with respect to what they needed within their Amazon Web Services (AWS) environment and how they found the right solution to meet their criteria.

THE CHALLENGE

The Exeter journey started with an on-premises datacenter to a virtualised environment in VMware to now a predominantly AWS environment. The main driver for going to AWS a few years ago was the greater flexibility and control they would have over the environment.

As their customer base grows and evolves, client transactions are evolving as well. So beyond quotes and price comparisons, The Exeter customers are continually getting more information on their health insurance policies and health services overall. With this evolution, the AWS infrastructure was the perfect next step. Implementing the disciplines of ITIL was a must, and ensuring they have continuous protection over all the sensitive data they have in their AWS environment was critical to achieving security certifications and accreditations, including ISO 27001.



ABOUT

The Exeter serves more than 70,000 customers across the UK and worldwide with healthcare and income protection insurance. Selling exclusively through financial advisers, The Exeter has grown to become a multi-award-winning insurance provider, building more than £160 million in assets and annual premium income in excess of £63.7 million.

SOLUTIONS

- Protects sensitive data on-premises and in the cloud with the same solution
- Integration of network, application and system protection delivers deeper insight into threats
- Managed and monitored by security experts providing continuous protection
- Pay as you go model provides protection at a lower cost than traditional security solutions



WHY ALERT LOGIC?

Protecting their data in AWS was the most challenging part of the security equation. We needed a partner who could provide SecOps (Security Operations) within AWS for our organization 24/7. So we had to have someone handle our threat management, digest our logs and notify us whenever there are potential attacks underway, where we can take the necessary actions needed to thwart a breach. After exploring some open source and commercial tools, we found they were all just too complex. But when we found Alert Logic® Cloud Defender®, we realized this was the perfect solution for our AWS environment,” stated Hodgkinson.

CHOOSING ALERT LOGIC®

The Exeter team’s top priority is to keep their client data secure and they are always ready to prove this point to auditors. With their high compliance standards and best practices in place, this is not an issue. According to Hodgkinson, “The proactive threat management and correlated data set from Alert Logic® was exactly what we were looking for to truly secure our environment in real-time. The things which are believed to be important are escalated up and escalated so those decisions can be made. And it’s the people of Alert Logic who provide the knowledge I need to get and stay informed.” With the Alert Logic team of experts, guidance, as well as security research and content, is provided to protect datacenters where ever they reside. The Exeter recognized the value the people of Alert Logic bring to the table in managing their environment. This was a clear differentiator for Hodgkinson and it helped him decide to choose Alert Logic.

THE RESULT

When asked how he would describe the resulting benefit he derives, the answer from Hodgkinson was, “It’s that knowing that makes the difference. Being informed so you can then make decisions about the architecture of your applications, you can make decisions about the applications you want to expose publicly. You can make decisions on a whole array of things regarding how your applications should work, rather than just putting it out on the internet, running your penetration test and not really being aware of what’s happening. And it’s the threat intelligence and security analysts at Alert Logic who provide the knowledge I need to get, and stay informed.” The Alert Logic® Cloud Defender® solution provides the continuous monitoring by identifying suspicious network traffic, scanning for vulnerabilities, uncovering indicators of compromise, and detecting threats targeting web applications.

“MY EXPERIENCE WITH ALERT LOGIC® CAN BE SUMMED UP BY SAYING, “I NOW HAVE PEACE OF MIND WITH THE VALUE ALERT LOGIC® HAS ADDED TO OUR ORGANISATION. I KNOW WE HAVE THE REAL-TIME PROTECTION WE NEED,”

- Adrian Hodgkinson, Head of IT at The Exeter

With Alert Logic®, The Exeter team can now spend time innovating, rather than dealing with trying to run a complex security tool. The company has been able to expand its services to respond to customer demands, offering mobile applications for people seeking new insurance products and processing customer inquiries more quickly. “By using Alert Logic® and AWS, we’ve been able to turn technology into an enabler of innovation for our business,” Hodgkinson says.

The company can now deal with customer queries in real-time, over the phone, where previously The Exeter staffers had to take an inquiry, develop a quote, and contact the customer. “Imagine customers having to wait hours or even days to receive our price,” Hodgkinson says. “Today’s consumer simply won’t accept a slow, cumbersome journey. This technology helps bring the immediacy our customers crave.” Since migrating to their Alert Logic® secured AWS environment, The Exeter now serves more than 225,000 quotes online per month.